



Terms and Conditions:

- Please do not send any payment with this booking - you will be invoiced after the event
- If you cancel a booking more than 10 working days before the event, you will be charged a £70 administration fee per booking. If you cancel within 10 working days you will be charged the full fee
- If you downgrade your booking from a Full Delegate to a Day Delegate within 20 working days of the event you will be charged your original booking fee
- If, at the time of booking, you do not know the names of delegates, please let us have names no later than two weeks before the event.
- Please note that the CIH cannot guarantee that delegates' names will be printed on the delegate list and a badge will be produced, if bookings are received within 10 working days of an event.
- Please keep a photocopy of this form for your records, if possible.
- CIH Events will not be liable for reimbursing delegate fees if delegates are not able to attend an event due to circumstances out of the CIH's reasonable control including, but not limited

to, weather conditions, fire, flood, transport strikes, closures or delays or any other Force Majeure or Act of God.

- This booking is subject to the usual CIH Terms & Conditions.

Limitation of Liability

- The Chartered Institute of Housing (CIH) accepts responsibility for accident, injury or loss suffered whilst attending this event if it is directly due to negligence on our part.
- Delegates are responsible for taking care of their own property.
- CIH accepts no responsibility for any loss incurred whilst using material or information gained at this event.

Cancellation of Events

- CIH may have to cancel an event. In this case, we will return any payments received in advance. We will not refund any other costs you may incur as a result of this cancellation.

Copyright

- The copyright of all training material rests with the CIH or the trainer.

Data Protection Act 1998

In making this booking your contact details will be stored on our database. We will use this data for the purposes of processing your booking and to contact you in the future with information about other CIH events and products that may be of interest to you. If you would prefer not to be informed of CIH products please tick this box.

Annual ASB Conference & Exhibition

2nd & 3rd November 2010
Hilton Metropole, Birmingham NEC

Event managed by



Social Landlords Crime & Nuisance Group - Getting it right

Tuesday 2nd & Wednesday 3rd November 2010 Birmingham Hilton Metropole, NEC

About the Conference

The SLCNG Annual Conference is the largest event of its type with leaders in the field attending as both speakers and delegates. Don't miss your chance to ensure you are up to date with Anti Social Behaviour, Crime and Nuisance issues.

Tackling ASB and its underlying causes remains a high priority for both the government and for the communities it impacts on.

This event aims to provide delegates with up to date information from authoritative speakers, drawing from their experiences and from best practice currently available. The programme is designed for everyone involved in ASB service delivery. It will explore new ideas and examine the strategic and operational challenges.

Day 1

On day one the conference and exhibition will be formally opened by Roger Griffiths welcoming all delegates to this year's ASB conference.

The day will start with an opening keynote session, followed by a panel discussion to answer any delegate's questions and also feed their thoughts back on the opening address.

Breakout sessions

Breakout sessions will include sessions on supporting vulnerable people, legal surgery, victims and witness support and holistic coaching services.

Day 1- Evening

On the evening of the first day of the conference, there will be a conference dinner and awards presentation. The dinner will be held at the Hilton Metropole Hotel, Birmingham NEC, which will include a pre dinner drinks reception and three course meal for all guests.

Day 2

On day two we will start the day with a keynote session – 'What matters most...' The session will look at how to engage positively with victims, witnesses and local communities and deal effectively with the issues.

Following lunch delegates will hear a lively debate from a selection of speakers focusing on public accountability, confidence and partnership delivery. The discussion will include the main issues involved in managing the partnership dynamics locally, the implications for key partners, the challenges facing partners and sectors and how they can be met.

Delegates will have the opportunity to interact with speakers and discuss how good practice can be shared to continually improve knowledge and expertise in making homes and neighbourhoods safer.

Breakout sessions

The Breakout sessions will include sessions on local standards and accreditation, family intervention services, managing expectations- building confidence, legal surgery and working with landlords to deliver improved ASB services.

For the latest news, programme information and delegate information log onto www.slcngconference2010.com

Who Should Attend?

This is a must for everyone involved in ASB service delivery – housing managers, housing officers, tenancy enforcement staff, members of tenants and resident groups, community safety officers, staff of voluntary organisations, probation officers and youth offending teams.

The Venue



**Hilton Birmingham Metropole hotel
National Exhibition Centre Birmingham (UK), B40 1PP**

Telephone: **0121 780 4242**

Just 10 minutes from Birmingham International Airport, the newly refurbished Hilton Birmingham Metropole hotel is one of the UK's largest conference hotels. Located on the site of the NEC, the hotel has excellent transport links to the city centre.

Delegates will have access to the 24 hour lounge bar and a fully equipped health club, complete with extensive 20 x 20 metre swimming pool.

The venue is easily accessible from the M6, M40, M42 and M1 and there are 700 car parking spaces at the hotel which are free of charge for all delegates.

Getting to the hotel from Birmingham International Train Station- Courtesy Bus

From Birmingham International railway station, delegates may use the free telephone to arrange a collection to the hotel, by courtesy bus. The journey to the Hilton Birmingham Metropole hotel takes approximately 5 minutes. The 24-hour service runs at 30-minute intervals.

Exhibition and Sponsorship

There is a large exhibition as part of the conference, all based in the Princes Hall. Exhibiting at the Annual ASB Conference provides you with the ideal opportunity to promote your organisation and the services you provide. Refreshments and lunch will be served within the exhibition area enabling you to meet and chat with delegates in a relaxed atmosphere. If you are interested in an exhibition or sponsorship opportunity then please contact Jodie Willis or Amanda Thurlow on 024 7685 1722 or email Amanda.thurlow@cih.org



Conference Programme:

Day one – Tuesday 2 November 2010

- 12.30 Delegate Registration opens
Lunch and Exhibition viewing
- 13.00 Exhibition formally opened
by Roger Griffiths Chair of West Mercia Housing Group
- 14.00 Opening Address – Roger Griffiths
Conference chair – Chris Lowe,
Journalist & Broadcaster
- 14.10 Keynote session
Minister – speaker TBC
- 14.50 Panel Session on Minister's opening address
Ian Munro, Chief Executive, New Charter Housing Group
Sarah Webb, Chief Executive, Chartered Institute of Housing
Anne Hinchey, Chief Executive, Wales and West Housing Association
Bryan Healy, Neighbourhood Relations Manager, Glasgow Housing Association
Brian Rowntree, Chair of Northern Ireland Housing Executive
- 15.20 Refreshments & Exhibition viewing
- 15.50 Breakout Sessions
A1. Supporting Vulnerable People
CANACT- Elmore Project
Kate Cocker, Director Elmore Community Services
Liz Patterson, Team Manager Elmore ASB Service & Prisons Service
A2. Legal Surgery
Jane Plant, Anthony Collins Solicitors LLP
A3. Victims & Witness Support
Amanda Ladner, Support and Safeguarding Manager and Michelle Meldrum, Deputy Director, Gentoo Sunderland
A4. Incremental approach to ASB focussed on working with young people who are/ may be on the Autism spectrum
Wendy Brown, Charnwood BC
A5. Local Standards & Accreditation
Joanne Tilley, East Midlands Housing Group
Samantha McGrady, Housemark
- 17.00 Conference & Exhibition Close

Day one – Evening Tuesday 2 November 2010

- 18.15 Pre Dinner Drinks Reception
- 19.00 –
- 19.45 Awards Ceremony
- 20.00 Conference Dinner

Day Two – Wednesday 3 November 2010

- 08.45 Registration, Refreshments & Exhibition Viewing
- 09.30 Opening Address & Awards Update
Peter Jackson, Social Landlords Crime & Nuisance Group
Chair of the day – Chris Lowe,
Journalist & Broadcaster
- 09.45 Keynote session – "What matters most...."
Sue Strickland, Assistant Director, Commission for Victims and Witnesses
- 10.45 Refreshments & Exhibition viewing
- 11.15 Morning Breakout Sessions
A1. Neighbourhood agreements
Home Office pathfinder
Maxine Moar, Home Office
A2. Family Intervention Services
Wendy Weal, Family Delivery Team, Department for Education
Gillian Mayfield, Youth Taskforce Lead, Department for Education
A3. Managing Expectations – Building Confidence
Linda Alcock, Progress Housing Group
A4. Legal / CPS Together
Sue Crabb, Anti Social Behaviour Prosecutor for Lancashire & Cumbria
Andrew Lane, Hardwicke Chambers
A5. ASB Action Team: Working with landlords to deliver improved ASB services
Vanessa Maginley, Anti-Social Behaviour Advisor, Chartered Institute of Housing
Tess Ash, Anti-Social Behaviour Advisor, Chartered Institute of Housing

- 12.30 Lunch and Exhibition Viewing
- 13.45 Panel Session on Public accountability, confidence and partnership delivery
Chair: Stuart MacDonald, Inside Housing
John Parkinson, West Yorkshire Police
Matt Cooney, LHA Asra
Diana Luchford, Home Office (invited)
- 14.45 Refreshments & Exhibition viewing
- 15.15 Afternoon Breakout Sessions
A1. Local Standards & Accreditation
Joanne Tilley, East Midlands Housing Group, Samantha McGrady, Housemark
A2. Family Intervention Services
Wendy Weal, Family Delivery Team, Department for Education
Gillian Mayfield, Youth Taskforce Lead, Department for Education
A3. Managing Expectations – Building Confidence
Linda Alcock, Progress Housing Group
A4. Legal / CPS Together
Sue Crabb, Anti Social Behaviour Prosecutor for Lancashire & Cumbria
Andrew Lane, Hardwicke Chambers
A5. ASB Action Team: Working with landlords to deliver improved ASB services
Vanessa Maginley, Anti-Social Behaviour Advisor, Chartered Institute of Housing
Tess Ash, Anti-Social Behaviour Advisor, Chartered Institute of Housing
- 16.30 Conference Close
- 16.45 SLCNG AGM

Conference Dinner & Awards

Enjoy the evening networking and relaxing at the Conference Dinner & Awards presentation. The awards will profile the excellent work of residents, landlords and individuals.

The conference dinner is included in the full delegate package.

Dinner tickets are sold separately at **£77.50 +VAT per person** or entertain your customers and take a corporate table of twelve at the dinner for **£850.00 +VAT**.

How to book

You can book in any of the following ways:

Visit the website at www.slcngconference2010.com

Email us via events@cih.org

Or call and request a booking form from the CIH Events team on 024 7685 1722.

SPECIAL OFFER
Book 2 delegates and get a third delegate half price

Programme and Speakers may be subject to changes.

For an up to date programme, please visit www.slcngconference2010.com

Booking Form Social Landlords Crime & Nuisance Group – Getting it right 2nd & 3rd November 2010

Registered Charity No: 244067-R

BOOKING CODE: 15058

Employing Organisation _____
 Department/Section _____
 Address _____

 Contact Person _____
 Authorising Officer _____
 Telephone Number _____
 Fax Number _____
 E-mail _____
 Invoice Address (If different) Purchase Order No. _____

 _____ Postcode _____

Where did you hear about this event? Please choose one
 Flyer Ezine Bulk E-mail Website Employer Recommendation
 Other, please specify _____

Delegate Detail

First Name	Last Name	E-mail	Job Title	Option

Please give details of any specific access, diet or other needs for each delegate.

Booking information

	Non Member rate	SLCNG Member rate*
a) Full delegate: Attendance on both days of the conference with lunch and bed and breakfast and attendance at the conference dinner on 2nd November	£520 + VAT <input type="checkbox"/>	£490 + VAT <input type="checkbox"/>
b) Day delegate rate: Attendance on 3rd November with lunch	£370 + VAT <input type="checkbox"/>	£310 + VAT <input type="checkbox"/>
c) Conference Dinner Ticket : Conference Dinner on the evening of 2nd November	£77.50 + VAT <input type="checkbox"/>	£77.50 + VAT <input type="checkbox"/>

* For Members of SLCNG

* Full delegate with no accommodation rate, details available on request



Please post or fax this form or book online:

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 Westwood Business Park, Coventry, CV4 8JP. Tel: 024 7685 1722 Fax: 024 7642 1973
 E-mail: events@cih.org Website: www.slcngconference2010.com

Office use only	DATE	INT	BID